

The Claims

1. (Previously presented) A system for processing work items, comprising:
a dispatcher operable to:
 receive a plurality of messages; and
 automatically determine if any of the plurality of messages is associated with a work assignment; and
 an active work server communicatively coupled to the dispatcher and operable to:
 receive work information associated with at least one message determined automatically by the dispatcher to be associated with a work assignment;
 automatically create, in response to receiving the work information associated with at least one message determined by the dispatcher to be associated with a work assignment, a work item associated with the at least one message based at least in part upon the work information associated with at least one message determined by the dispatcher to be associated with a work assignment, wherein the work item comprises an owner identifier; and
 automatically communicate the work item to an owner associated with the owner identifier.
2. (Original) The system of Claim 1, wherein the message comprises a session summary associated with at least one of a recording session, a survey session, and an evaluation session.
3. (Original) The system of Claim 1, wherein each message comprises work information if it is associated with a work assignment.
4. (Original) The system of Claim 1, wherein the work information further comprises work instructions to perform the work assignment.
5. (Original) The system of Claim 4, wherein the work item further comprises the work instructions.

6. (Original) The system of Claim 1, wherein the work information further comprises a work type.

7. (Original) The system of Claim 6, wherein the work item further comprises the work type.

8. (Original) The system of Claim 1, wherein the work assignment is associated with at least one of:

- completing an evaluation;
- reviewing a recording; and
- reviewing a survey.

9. (Original) The system of Claim 8, wherein the work information further comprises a link to at least one of the evaluation, the recording, and the survey.

10. (Original) The system of Claim 8, wherein the work item further comprises a first link to at least one of the evaluation, the recording, and the survey.

11. (Original) The system of Claim 10, wherein the work item further comprises a second link to at least one application used to perform the work assignment.

12. (Original) The system of Claim 11, further comprising a collaboration server having a plurality of work folders associated with a plurality of owners and operable to:

- retrieve at least one of the evaluation, the recording, or the survey based on the first link; and

- launch at least one application based upon the second link.

13. (Original) The system of Claim 1, further comprising a collaboration server having a plurality of work folders associated with a plurality of owners.

14. (Original) The system of Claim 13, wherein at least one work folder associated with the owner indicated by the owner identifier is operable to store the work item communicated by the active work server.

15. (Original) The system of Claim 14, wherein the collaboration server is operable to present the work item to the owner using a communication tool.

16. (Original) The system of Claim 13, wherein the collaboration server is operable to organize a plurality of work items associated with a particular owner.

17. (Original) The system of Claim 13, wherein the active work server is operable to create a work folder for the owner indicated by the owner identifier, and further operable to communicate the work item to the created work folder.

18. (Original) The system of Claim 13, further comprising a web server associated with the active work server and a user agent, the web server operable to:

verify the identity of an owner; and

provide the owner access to an associated work folder via the user agent, in response to verifying the identity of the owner.

19. (Withdrawn) A work item for performing a work assignment, comprising:
an owner identifier indicating the owner of the work item;
a work type identifier associating the work item with a type of work assignment; and
a link associating the work item to information used to perform the work assignment.

20. (Withdrawn) The work item of Claim 19, wherein the work assignment is associated with at least one of:
completing an evaluation;
reviewing a recording; and
reviewing a survey.

21. (Withdrawn) The work item of Claim 20, wherein the link associates the work item to at least one of the evaluation, the recording, and the survey.

22. (Withdrawn) The work item of Claim 21, wherein the link further associates the work item to at least one application used to perform the work assignment.

23. (Withdrawn) The work item of Claim 19, further comprising work instructions to perform the work assignment.

24. (Previously presented) A method for processing work items, comprising:
receiving a plurality of messages;
automatically determining if any of the plurality of messages is associated with a work assignment;
automatically identifying work information associated with at least one message determined to be associated with a work assignment;
automatically creating, in response to receiving the work information associated with at least one message determined by the dispatcher to be associated with a work assignment, a work item associated with the at least one message based at least in part upon the work information associated with at least one message determined by the dispatcher to be associated with a work assignment, wherein the work item comprises an owner identifier; and
automatically communicating the work item to an owner associated with the owner identifier.

25. (Original) The method of Claim 24, wherein the message comprises a session summary associated with at least one of a recording session, a survey session, and an evaluation session.

26. (Original) The method of Claim 24, wherein each message comprises work information if it is associated with a work assignment.

27. (Original) The method of Claim 24, wherein the work information further comprises work instructions to perform the work assignment.

28. (Original) The method of Claim 27, wherein the work item further comprises the work instructions.

29. (Original) The method of Claim 24, wherein the work information further comprises a work type.

30. (Original) The method of Claim 29, wherein the work item further comprises the work type.

31. (Original) The method of Claim 24, wherein the work assignment is associated with at least one of:

- completing an evaluation;
- reviewing a recording; and
- reviewing a survey.

32. (Original) The method of Claim 31, wherein the work information further comprises a link to at least one of the evaluation, the recording, and the survey.

33. (Original) The method of Claim 31, wherein the work item further comprises a first link to at least one of the evaluation, the recording, and the survey.

34. (Original) The method of Claim 33, wherein the work item further comprises a second link to at least one application used to perform the work assignment.

35. (Original) The method of Claim 34, further comprising:
retrieving at least one of the evaluation, the recording, or the survey based on the first link; and

- launching at least one application based on the second link.

36. (Original) The method of Claim 24, further comprising storing the work item in a work folder associated with the owner indicated by the owner identifier.

37. (Original) The method of Claim 24, further comprising:
creating a work folder for the owner indicated by the owner identifier; and
communicating the work item to the created work folder.

38. (Previously presented) A system for processing work items in a call center environment, comprising:

a dispatcher operable to:

receive a plurality of messages each comprising a session summary associated with a session between a call center representative of the call center and a caller to the call center; and

automatically determine if any of the plurality of messages is associated with a work assignment, a work assignment comprising one or more of completing an evaluation of a session, reviewing a recording associated with a session, and reviewing a survey associated with a session; and

an active work server communicatively coupled to the dispatcher and operable to:

receive work information associated with at least one message automatically determined by the dispatcher to be associated with a work assignment;

automatically create a work item associated with the at least one message based at least in part upon the work information, wherein the work item comprises an owner identifier; and

automatically communicate the work item to an owner associated with the owner identifier for performance of the work assignment associated with the work item.